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Home Visiting Policy

While it might feel more convenient to have a home visit, in most cases it is more appropriate to be seen at the surgery, even if you feel unwell.

Home visits are less safe than surgery consultations, and in most cases offer a poorer standard of care. This is because it is more difficult to assess someone at home, without proper equipment, lighting or access to their full medical record. It is also easier to arrange prescriptions, hospital transfers and follow-up from the surgery.

Furthermore, inappropriate visits take clinicians away from the surgery and providing care to others.

Who will be offered a visit?

Bedbound patients/ those who are never able to leave their homes for medical reasons

Patients receiving end of life care

If appropriate, patients whose illness renders it temporarily unsafe to leave their home (this is uncommon)

Those unable to travel unaccompanied (such as patients with dementia), needing urgent care when there is nobody available to accompany them

Home visits are not suitable for.....

Children and young people

Those who are usually fit and mobile (if you are ill enough that it severely affects your mobility, it is likely that you will need an ambulance or emergency care in hospital- please feel free to call the duty GP to discuss this if you are unsure.)

For transport reasons (it is the responsibility of the patient to arrange travel to the GP surgery they have chosen to be registered with.)

Those who are able to leave their homes for other reasons eg. Hospital appointments (except if ambulance transport is required), visiting the dentist, shopping etc.

For social reasons or convenience

Partners: R P Crossman & L C Shillito
Non Clinical Partner: Bret Stevenson

Website: www.parkcrescenthealthcentre.nhs.net

Common myths

It's my right to have a visit..... the surgery has a duty of care to offer you an appointment in the most appropriate location. In most cases this will be the surgery

Elderly people will always be visited.....we do not discriminate based on age; for the reasons above we can offer a better standard of care in surgery, unless the patient is genuinely bedbound/housebound

It will cause me harm to come out in this weather..... it will not cause harm to travel if appropriately clothed

The GP will visit if I can't afford a taxi unfortunately the NHS does not fund visits for transport reasons. Please make provisions for urgent transport should you become unwell.

We ask that all requests for visits be made **before 11:00** if possible, to allow time for a visit if this is deemed necessary.

All requests for visits will be assessed by the duty GP. Please don't be offended if the doctor asks you to attend the surgery. This is to make sure that you, and other patients, can be offered the best possible care

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